

Frequently Asked Questions (FAQ) Next Generation Online Application

Internet

Q: What Internet application should I be using for this online grant application?

A: The online application was designed to work best with Microsoft Internet Explorer, version 3.0 or later. If using Netscape, you must have at least version 3.0. If you are using AOL's browser to access the online application, you will encounter difficulties saving data and seeing the appropriate forms. We recommend that you go to www.microsoft.com, select "Downloads" and download the latest version of Microsoft Internet Explorer (6.0). When the download is complete, launch Internet Explorer directly and access the online application in this manner.

Eligibility Statements

Q: I don't understand one of the eligibility statements, so I'm not sure if I am eligible.

A: Contact the California Arts Council at (916) 322- 6555 for clarification on your eligibility.

Q: I don't have a login name and password to enter on the WELCOME PAGE.

A: You will receive a login name and password after you complete your organizational profile online. To fill out the organizational profile, press the CLICK HERE link on the WELCOME PAGE (you'll find it just above the login name and password fields). Once you complete your organizational profile, a login name and password will be sent to you via e-mail.

Organizational Profile

Q: I am unable to get past the ORGANIZATIONAL PROFILE page. I've filled out all the fields, and a message appears saying, "One or more of your responses is not valid. Please make sure that you have filled in each of the required fields properly, then click on the UPDATE button."

A: Make sure that you completed every field correctly (check that you entered numbers where numbers are required and words where words are required.) You must click on the YES button after the large paragraph of text that begins with the words, "I certify that...." You must also enter a name in the field directly after this certification paragraph that asks "Please enter the name of the person certifying to the above statement."

Q: I have checked my e-mail account, and have not received a message that provides a login name and password.

A: If you are still using the system, click on the BACK button in your browser (top of your browser screen) to return to the ORGANIZATIONAL PROFILE page. Review the e-mail address you entered into the e-mail address field. Check to see if it is spelled correctly and that there are no extra characters or spaces. If in doubt, retype it to make sure it is right. Press the SUBMIT button again and then re-check your e-mail. You should receive a login name and password within 30 seconds. Click on the REFRESH button in your e-mail browser if you still don't see a message with the subject line "organizational profile received."

Q: My login name and password are not working.

A: We recommend that you copy and paste your login name and password from the e-mail message into the appropriate fields of the online application. To do this, go to the e-mail message and use your cursor to highlight the login name. **Make sure that you do not highlight an additional space on the end of the login name.** Press <CTRL> and the letter "C" at the same time. This is a shortcut for the copy function. Return to the online application. Place your cursor inside the login name field. Press <CTRL> and the letter "V" at the same time. This is a shortcut for the paste function. Your login name will appear in the field. Repeat these instructions for the password. The password will appear as asterisks (*) so it will be difficult to know if you entered it correctly. That is why we recommend you copy and paste the login name and password from your e-mail message.

Q: Why is the login name and password so lengthy and complex?

A: We built this online application using a very high level of security to ensure that every applicant's data is kept confidential. The length and complexity of the login name and password ensures this protection.

Application

Q: How do I get to the guidelines from the application pages?

A: We recommend that you open a separate browser window just for the purpose of viewing the guidelines. If you are using Internet Explorer, click on the "file" drop down menu, select "new", then "window." In the address field of the new window, type: www.culturegrants-ca.org. On the HOME page, select Next Generation. On the WELCOME page, select the link to Guidelines on the left side of the screen. You may

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choose to minimize this window as you proceed through the online application in the original browser. Another option is to print the guidelines so that you have them by your computer at all times.

Q: How do I save my work?

A: There is a SAVE WORK button at the bottom of each page of the application. Because each page of the application is rather lengthy, we recommend that you save frequently, which means scrolling down to click on the SAVE WORK button as you complete sections of the page. DO NOT click on your Internet browser's File drop down menu and select save.

Q: Why isn't my work saving?

A: If you entered information into the application and clicked on the SAVE WORK button but the data is not saving, hit the REFRESH button at the top of your browser. If the data is still not saving, call the California Arts Council.

Q: Why do I see "Warning Supplied Argument" error messages at the top of the application pages?

A: Error messages will appear if you are not properly logged into the online application. One example: The system will "time out" after 45 minutes. If you leave the online application open on your computer and take an extended break, you will receive error messages. This means that you must close your browser window and reenter your Username and password to access the application and continue working. If you are still seeing these messages, call the California Arts Council.

Q: I finished the NARRATIVE page and saved my work, now what do I do?

A: At the top of each page in the application, there are a number of headings starting with, NARRATIVE and ending with FINAL SUBMISSION. Each of these headings is a link to a separate section of the application. Make sure that you have selected each of these heading links and completed each section before you submit your application.

Q: How do I print the application?

A: At the bottom of each section of the application, there is a PRINT PREVIEW button. Always press the SAVE WORK button before clicking on the PRINT PREVIEW button. When you click on the PRINT PREVIEW button you will see how that section of your application will print. Go to the top of your browser window and click on the PRINT icon, OR click on your browser's File drop down menu and select print. You can also hit <CTRL> and P at the same time as a shortcut to printing.

Q: I just clicked on the PRINT PREVIEW button. How do I get back to the application to continue on with the next section?

A: Click on the BACK button in your browser (top of your computer screen) and you will return to the application.

Q: Do I have to manually add and subtract the numbers that I enter in the organizational budget?

A: No, the system will automatically do the math in specific fields.

Q: I'm unclear on the meaning of several budget line items that require data.

A: If that line item has a heading that is blue in color and underlined, the heading links to more information about that line item. Click on the blue underlined heading and a text box will appear with more information.

Q: How does the ADD Button work?

A: When you select the ADD button, a new window appears with blank fields. Enter the appropriate data into the fields and select Finish or Close. Upon selecting Finish or Close, you will return to the application. Select SAVE WORK at the bottom of the application page and then click your browser's REFRESH button (top of computer screen). You will see a line item of the data you entered under the ADD button.

Q: Can more than one person work on an online application at the same time?

A: Yes. The system was designed so that more than one person can work on the application. In theory, one individual would focus on one specific section of the application, like the NARRATIVE. Another person would focus on another section of the application, like the BUDGET. We recommend that multiple users communicate frequently with one another to ensure that data is not overwritten.

Q: I accidentally submitted my application but I wasn't finished.

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- A:** Because this is the first year we are introducing this online system, we have built in a safety measure to retrieve applications that were submitted before they were completed. Contact the CAC immediately to inform them of the premature submission. Remember, please select “Submit Your Application” only when you are 100% satisfied that you completed the application.
- Q:** Will my data be stored for next year’s grant cycle?
- A:** Yes. One of the benefits of this online grant application is that once you complete an application, all your data will be stored. If you choose to apply for a grant every year, the time spent entering data will be greatly reduced.